

REMARKS

This Amendment is filed in response to the Office Action dated August 11, 2003, which has a shortened statutory period set to November 11, 2003. A Petition for a one month extension of time extending the period of response to December 11, 2003 is included with this response.

Claim 1 recites a method of updating a user profile implemented by a computer-based interactive voice responsive system. Specifically, Claim 1 recites in part:

(g) prompting the caller with an option to enter the target telephone number in the user profile when the target telephone number does not correspond to an extant telephone number entry in the user profile; and

(h) in response to selection of the option by the caller, prompting the caller to input an identifier with which to access the target telephone number, receiving the identifier, and storing the target telephone number and the identifier in the user profile.

Applicants submit that neither Khouri nor Wise, either individually or in combination, disclose or suggest at least these limitations.

For example, Khouri teaches a system for establishing communication between an individual and a representative of an organization. Paragraph [0004]. In one embodiment, illustrated in Fig. 1, a user with a computer can access the Internet and view various web pages. Paragraph [0026]. The user can request to talk with an agent by activating a button on the web page. Paragraph [0026]. To do this, the user can enter his/her telephone number in an appropriate area on the web page. Paragraph [0028]. Then, the web server can generate a request to connect an agent to the user. Paragraph [0031].

Khouri teaches another embodiment, illustrated in Fig. 3, in which a system can connect a user with a telephone to an

agent, who is using a telephone and a computer. In this embodiment, a telephone server generates a web page for an agent (the web page containing the caller's telephone number and other information about the caller), selects an agent to receive a call from the user, transmits the URL (or other unique identifier) to the selected agent, and establishes a voice connection between the user and the selected agent. Paragraphs [0040 and 0041].

The embodiments of Khouri fail to teach anything regarding updating a user profile with the target telephone number and an identifier for that target telephone number provided by the user.

Applicants respectfully traverse some characterizations of Khouri in the Office Action. Specifically, Khouri fails to disclose or suggest recited step (h) in paragraph [0029]. Paragraph [0029] teaches^a a verification process wherein a user is confirmed as wanting to speak to an agent. This verification process has nothing to do with, if the target telephone number is not extant in the user profile, prompting the caller to input an identifier and storing both the target telephone number and the user-provided identifier in the user profile.

Wise fails to remedy the deficiency of Khouri. Specifically, Wise teaches providing interactive telephone access to a computer network, wherein data in audio/visual file format can be converted to a pure audio format. Col. 1, lines 60-63. Therefore, Wise also fails to disclose or suggest anything regarding updating a user profile with the target telephone number and an identifier for that target telephone number provided by the user. Specifically, Wise also fails to disclose or suggest recited steps (g) and (h).

Because Khouri and Wise, either individually or in combination, fail to render obvious Claim 1, Applicants request reconsideration and withdrawal of the rejection of Claim 1.

Claims 2-9 depend from Claim 1 and therefore are patentable for at least the reasons presented for Claim 1. Based on those reasons, Applicants also request reconsideration and withdrawal of the rejection of Claims 2-9.

Claim 10 recites a method that enables a sender to permit recipients to update their phonebooks with the sender's contact information by performing a simple action, such as a mouse click. This method is described in the Specification, page 40, line 3 to page 7, line 16. A simplified overview of this method is now provided to ensure that the limitations of Claim 10 can be understood.

In this embodiment, the sender can include a link in an email sent to a recipient. This link can uniquely identify the sender's profile. When the recipient clicks on the link, an HTTP request is sent to the web site server to determine if the recipient has an existing profile (and/or phonebook entry) that can be identified based on cookies stored on the recipient's computer. If the recipient's profile can be identified from a received cookie, then the application accesses the selected information from the profile and enters that information in the recipient's profile.

For example, if a sender Jim has a new address and wants a recipient Mary to know this new address, then Jim can send Mary an email with a link. When Mary clicks on the link, the application automatically determines that Mary has an existing profile for Jim. If so, then the application automatically updates Jim's address in Mary's profile. Note that in Claim 10, the recited first user could be the recipient and the recited second user could be the sender.

Referring now to the Office Action, Applicants respectfully traverse the characterization either Wise or Khouiri, even in combination, disclose or suggest any of the recited limitations in Claim 10.

Specifically, Wise in col. 9, lines 13-26, teaches nothing regarding adding to a first user profile corresponding to a first user a data set retrieved from a second user profile corresponding to a second user in response to a single HTTP request made by the first user. Instead, in this passage, Wise merely teaches that a location profile can be triggered by a location ID from the user's cell phone.

Wise in Col. 9, lines 27-37 teaches nothing regarding the HTTP request corresponding to a URL provided by the second user to the first user and including a second user identifier corresponding to the second user profile. Instead, in this passage, Wise teaches that caller and location IDs can be used to ensure secure access to sensitive networks/files.

Wise in Col. 9, lines 1-10, teaches ~~nothing~~⁷ regarding receiving the single HTTP request from the first user and using the second user identifier to selectively retrieve the data set from the second user profile. Instead, in this passage, Wise teaches that an AIN network could be aware of the availability of a user profile through caller ID or other AIN identification features, thereby facilitating the creation of custom reports for that user.

Khouiri in paragraph [0034] teaches nothing regarding ~~determining~~⁷ if the recited single HTTP request includes a cookie that is associated with the first user profile. Instead, in this passage, Khouiri teaches that information regarding a caller can be obtained from a database based on the caller's telephone number. Retrieved information regarding the caller is used to

generate a web page, the URL of which is provided to an agent's computer for display.

Khoury in paragraph [0035] teaches ^{nothing} regarding adding the data set to the first user profile in response to determining that the single HTTP request includes the cookie that is associated with the first user profile. Instead, in this passage, Khoury teaches one system configuration including a caller's telephone, a PSTN, a telephony server, a CTI server, a web server, and a host.

Because Wise and Khoury in combination neither disclose nor suggest the limitations of Claim 10, Applicants request reconsideration and withdrawal of the rejection of Claim 10.

Claims 11-16 depend from Claim 10 and therefore are patentable for at least the reasons presented for Claim 10. Based on these reasons, Applicants also request reconsideration and withdrawal of the rejection of Claims 11-16.

Moreover, Claim 11 recites wherein the second user identifier is a parameter specified in the URL. Wise, in Col. 9, lines 27-37, teach nothing regarding this URL. Instead, in this passage, Wise teaches that caller and location IDs can be used to ensure secure access to sensitive networks/files. Therefore, Applicants request further reconsideration and withdrawal of the rejection of Claim 11.

Moreover, Claim 13 recites wherein the data set is a vCard. Wise, in Col. 9, lines 34-37, teaches nothing regarding this vCard. Instead, in this passage, Wise teaches that an AIN may interact with a computer network to ensure proper identification and encryption of financially sensitive information. Therefore, Applicants request further reconsideration and withdrawal of the rejection of Claim 13.

Moreover, Claim 14 recites wherein the telephone identifying information is an ANI. Khoury, in paragraph [0029],

teaches nothing regarding ANI. Instead, in this passage, Khouri teaches a verification process wherein an outbound telephone call is initiated to the telephone number previously obtained. Therefore, Applicants request further reconsideration and withdrawal of the rejection of Claim 14.

CONCLUSION

Claims 1-16 are pending in the present Application.
Applicants request allowance of these claims.

If there are any questions, please telephone the
undersigned at 408-451-5907 to expedite prosecution of this
case.

Respectfully submitted,

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